

AMENDMENTS TO THE CLAIMS

The Assignee submits below a complete listing of the current claims, including marked-up claims with insertions indicated by underlining and deletions indicated by strikeouts and/or double bracketing. This listing of claims replaces all prior versions and listings of claims in the application:

1. (Currently amended) A method of administering a plurality of managed systems in a managed network using a voice interface, the method comprising:

storing a configuration data store comprising a system speech profile corresponding to at least one managed system of the plurality of managed systems, wherein the system speech profile specifies which capabilities of the at least one managed system are available on the managed network and which capabilities are to be voice-enabled and made accessible via a telephony interface; and

automatically generating a grammar and a speech dialog for the at least one managed system using the system speech profile, wherein:

the speech dialog for the at least one managed system includes at least one generated audio prompt that is played via a telephone in response to accessing, via the telephony interface, at least one of the capabilities of the at least one managed system that are specified in the system speech profile to be voice-enabled, and wherein the at least one of the voice enabled capabilities comprises at least one administrative function to administer the at least one managed system,

the grammar is used to process speech input received from a user in response to the at least one generated audio prompt, and

the speech dialog allows the user to administer the at least one managed system by accessing the at least one administrative function via at least one voice command, and

the at least one generated audio prompt comprises information extracted from a response from the at least one managed system responsive to the at least one voice command as dictated by the configuration data store.

2.-4. (Cancelled)

5. (Previously presented) The method of claim 1, further comprising:
adding a new managed system to the managed network by:
connecting the new managed system to the managed network;
detecting the new managed system; and
loading a system speech profile for the detected managed system.

6.-19. (Cancelled)

20. (Previously presented) The method of claim 1, wherein each system speech profile is generated based on specific capabilities of its corresponding managed system.

21. (Currently amended) At least one computer readable storage ~~medium~~ device encoded with computer-executable instructions that, when executed on a computer system, perform a method of administering a plurality of managed systems in a managed network using a voice interface, the method comprising:

storing a configuration data store comprising a system speech profile corresponding to each managed system, wherein each system speech profile specifies which capabilities of its corresponding managed system that are available on the managed network and which capabilities are to be voice-enabled and made accessible via a telephony interface; and

automatically generating a grammar and a speech dialog for each managed system using its corresponding system speech profile, wherein:

the speech dialog for each managed system includes at least one generated audio prompt that is played via a telephone in response to accessing, via the telephony interface, at least one of the capabilities of its corresponding managed system that are specified in the corresponding system speech profile to be voice-enabled, wherein the at least one of the voice enabled capabilities comprises at least one administrative function to administer the corresponding managed system,

the grammar is used to process speech input received from a user in response to the at least one generated audio prompt, and

the speech dialog allows the user to administer the corresponding managed system by accessing the at least one administrative function via at least one voice command, and
the at least one generated audio prompt comprises information extracted from a response from the corresponding managed system responsive to the at least one voice command as dictated by the configuration data store.

22. (Currently amended) A computer system for administering a plurality of managed systems in a managed network, the computer system comprising:

a telephony interface to the managed network;

at least one controller, coupled to the telephony interface, that:

stores a configuration data store comprising a system speech profile corresponding to each managed system, wherein each system speech profile specifies which capabilities of its corresponding managed system are available on the managed network and which capabilities are to be voice-enabled and made accessible via a telephony interface; and

automatically generates a grammar and a speech dialog for each managed system using its corresponding system speech profile, wherein:

the speech dialog for each managed system includes at least one generated audio prompt that is played via a telephone in response to accessing, via the telephony interface, at least one of the capabilities of its corresponding managed system that are specified in the corresponding system speech profile to be voice-enabled, wherein the at least one of the voice enabled capabilities comprises at least one administrative function to administer the corresponding managed system,

the grammar is used to process speech input received from a user in response to the at least one generated audio prompt, and

the speech dialog allows the user to administer the corresponding managed system by accessing the at least one administrative function via at least one voice command, and

the at least one generated audio prompt comprises information extracted from a response from the corresponding managed system responsive to the at least one voice command as dictated by the configuration data store.

23. (Previously presented) The method of claim 1, further comprising an act of:
providing an interface that enables a system administrator to manually edit the automatically generated speech dialog.